



STATE OF INDIANA

MITCHELL E. DANIELS, JR., Governor

DEPARTMENT OF ADMINISTRATION

Procurement Division

402 W Washington Street, Room W468

Indianapolis, Indiana 46204

317 / 232-3053

Award Recommendation Letter

Date: May 23, 2012

To: Nate Day, Director of Strategic Sourcing
Indiana Department of Administration

A handwritten signature in black ink, appearing to read "A. Thiemann", is written over the "To:" line.

From: Adam Thiemann, Strategic Sourcing Analyst
Indiana Department of Administration

Subject: Recommendation of Selection for RFP 12-78
Solicitation for Travel Services

Estimated Amount of Contract: \$57,460.00 per year

Based on the evaluation of our team, we recommend for selection **Travel Leaders Indianapolis** to begin contract negotiations to provide Travel Services for the State of Indiana. Travel Leaders Indianapolis is committed to subcontract 7.3% of the annual contract value to ENTAP, Inc, a certified minority-owned business and 7.83% of the annual contract value to 1st Class Solutions, a certified woman-owned business. Terms of this recommendation are included in this letter.

The evaluation team received proposals from three (3) vendors:

- Travel Leaders Indianapolis
- Travelectra
- Windward International

The proposals were evaluated by IDOA and a five-member evaluation team according to the following criteria established in the RFP:

- Adherence to Requirements (Pass/Fail)
- Management Assessment/Quality (25 points)
- Price (30 points)
- Indiana Economic Impact (15 points)
- Buy Indiana/Indiana Company (10 points)
- Minority Business Participation (10 points)
- Women-Owned Business Participation (10 points)

The proposals were evaluated according to the process outlined in section 3.2 ("Evaluation Criteria") of the RFP. Scoring was completed as follows:

A. Adherence to Requirements

All proposals were reviewed for adherence to mandatory requirements. All respondents met these requirements and were then evaluated based on the business proposal, technical proposal, and cost proposal.

B. Management Assessment/Quality

Business Proposal

For the business proposal evaluation, the team considered each respondent's ability to serve the state regarding the following sections of the business proposal: company structure, company financial information, references, and experience serving similar clients.

Technical Proposal

For the technical proposal evaluation, the team considered each respondent's customer service system, online booking platform's capabilities for end users and its ability to integrate with PeopleSoft, staffing plan, plan to ensure the best value, plan to reserve commercial vehicle rental and establishing discounted rates for lodging, and implementation.

The evaluation team's scores were based on a review of each respondent's proposed approach to each section of the technical proposal, Section 2.4, as well as specific questions that respondents were asked to respond to in the RFP and clarifications.

Results of the management assessment/quality evaluation are shown below:

Table 1: First Round MAQ Scores

RESPONDENT	MAQ SCORE (25 Max)
Travel Leaders Indianapolis	16.55
Travelectra	19.30
Windward International	10.38

During business and technical proposal evaluation, the evaluation team observed the following regarding each respondent. This is not intended to be an exhaustive discussion of what the evaluation team considered, but attempts to highlight some of the primary considerations that led to the evaluation team's scores.

Travel Leaders Indianapolis

Travel Leaders scored 16.55 out of the possible 25 qualitative points. The respondent's overall proposal showed they had a great deal of experience in the travel industry. The evaluation team also believed Travel Leaders showed great understanding of the State's travel policy and procedures. A portion of their online booking platform is currently being used by the State and the different levels of integration with PeopleSoft would give the State flexibility. The respondent provided a 24/7 customer service plan, but the team was concerned that after regular business hours, emergency calls would not be handled by the

actual contract managers. The evaluation team was impressed with their plan to create savings for the State of Indiana through the preferred hotel plan in Indiana.

Travelectra

Travelectra scored 19.30 out of the possible 25 qualitative points. The respondent provided a well developed plan for customer service, handled through “Pods”, that would ensure all issues were handled by staff who were connected to the State of Indiana and could resolve issues instantly without assistance from other staff, 24/7/365. The online platform they proposed was very technically advanced and had many features that impressed the evaluation team. They have different options for submitting travel requests and they also have much experience and options in the way the platform could be integrated with PeopleSoft. From reading the proposal the evaluation team was concerned about the respondent’s plan to work with vehicle rental companies, hotels, and how the local subcontractor would be integrated.

Windward International

Windward International scored 10.38 out of the possible 25 qualitative points. Although they described a well developed company structure and included good references, the evaluation lacked the confidence that Windward had the knowledge/experience to work with government travel at this large scale. The proposal did not give a clear explanation of integration capabilities. Their plan for implementation was also underdeveloped.

C. Cost Proposal

Price is measured against the state’s baseline cost for this scope of work. Respondents were measured only against the baseline for the line items proposed in the respective cost proposals. Cost scoring points were assigned as follows:

- Respondents who meet the state’s current baseline cost will receive zero (0) cost points.
- Respondents who propose a decrease to the state’s current costs will receive positive points at the same rate as bid increasing cost.
- Respondents who propose an increase to the state’s current cost will receive negative points at the same rate as bid lowering cost.
- Respondents who propose a 10% decrease to the state’s current baseline cost will receive all of the available cost points.
- If multiple respondents decrease costs below 10% of the current baseline, an additional 5 points will be added to the respondent proposing the lowest cost to the state.

All respondents were given the opportunity to improve their pricing through a round of target pricing. Travelectra was awarded the 5 bonus points for having the lowest proposed cost. The scoring for step 2 of the evaluation process is outlined below:

Table 2: Cost Scores

Respondent	Cost Score (30 Max)
Travel Leaders Indianapolis	30.00
Travelectra	35.00
Windward International	-30.00

D. Short List

The Cost Scores were then combined with the First Round Management Assessment and Quality Scores to generate the total scores for this step of the evaluation process as described in the RFP. The combined scores out of a maximum possible 55 points are tabulated in Table 3 below.

Table 3: Pre-Short List Scores

Respondent	Management Assessment/ Quality Score (25 max)	Cost Score (30 max)	Total Score (55 max)
Travel Leaders Indianapolis	16.55	30.00	46.55
Travelectra	19.30	35.00	54.30
Windward International	10.38	-30.00	-19.62

The evaluation team noted that the results in Table 3 highlighted the significant gap between the group consisting of Travel Leaders Indianapolis and Travelectra, and the remaining Respondent, Windward, on the ability to meet the State's requirements and in overall points scored. The team recommended that Travel Leaders Indianapolis and Travelectra be shortlisted and that the remaining Respondent, Windward International, be eliminated from consideration at this stage. The short-listed vendors were then asked to provide an oral presentation to the evaluation team. The final cost scores and MAQ scores, after oral presentations, are reflective in Table 4 (below).

E. IDOA Scoring

IDOA scored the short-listed respondents in the following areas – Buy Indiana (10 points), Indiana Economic Impact (15 points), and Minority and Women Business Participation (10 points each) using the criteria outlined in the RFP. When necessary, IDOA clarified certain Buy Indiana, Indiana Economic Impact, and Minority and Women Business Participation information with the respondents.

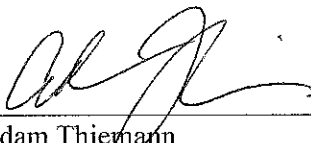
Table 4: Final Overall Evaluation Scores

Respondent	Management Assessment/ Quality Score (25 max)	Cost Score (30 max)	Buy Indiana (10 max)	Indiana Economic Impact (15 max)	MBE (10 max + 1 bonus)	WBE (10 max + 1 bonus)	Total Score (100 max + 7 bonus)
Travel Leaders Indianapolis	17.30	30.00	10.00	14.10	8.80	11.00	91.15
Travelectra	19.13	35.00	0.00	15.00	11.00	-1.00	79.13

Award Summary

During the course of evaluation, the state scrutinized all proposals to determine the viability of the proposed business solutions to meet the goals of the program and to meet the needs of the state. The team evaluated proposals based on the stipulated criteria outlined in the RFP document.

The contract will be for a period of two (2) years from the date of contract execution. At the discretion of the State, there may be two (2) one (1) year renewals.


 Adam Thiernann
 Indiana Department of Administration
 Strategic Sourcing Analyst

